

# IBMhq Test Case Execution Report

**Test Case Name:**Route Incident- 1

**Requirement Name:** CX

**Execution Start Time:**2020-08-06 12-30-00

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
28	27	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

Step Description: Enter \*\*\* in PASSWORD

Expected Result: \*\*\* should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass

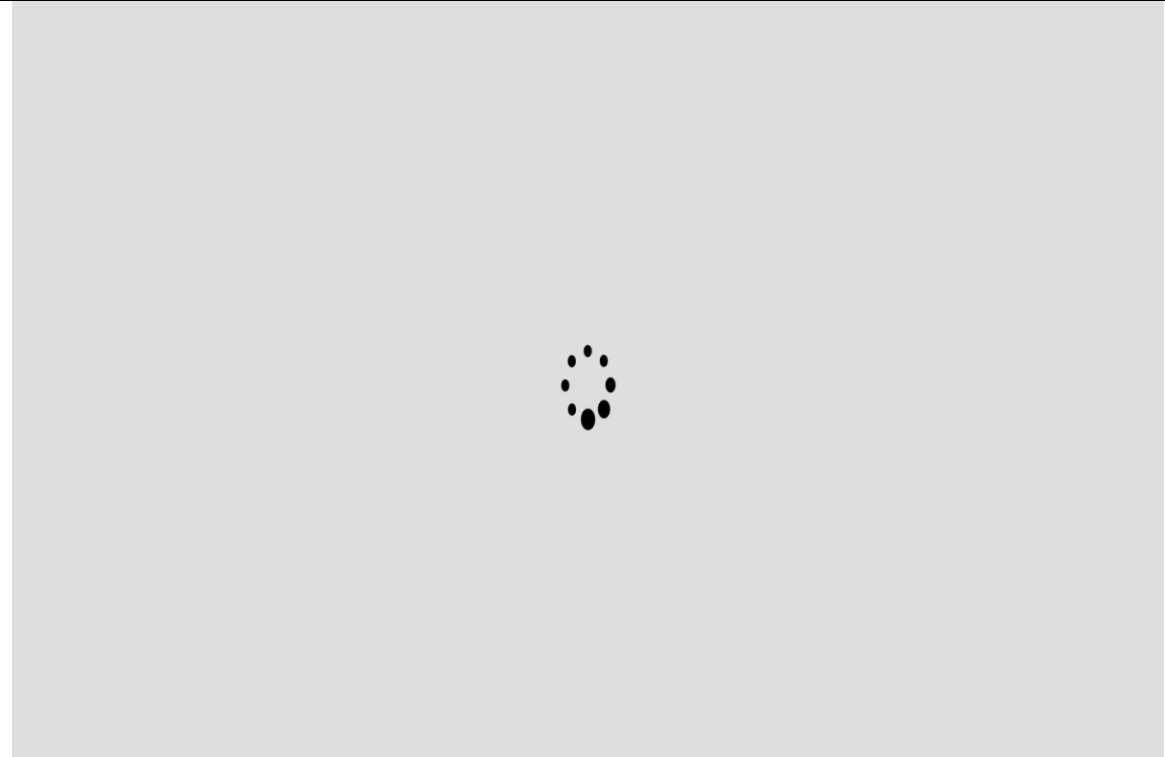


ORACLE  
SERVICE CLOUD

Username  
sysagent

Password  
\*\*\*\*\*

[Login Help](#) [Login](#)

Step No:3
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass


Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass



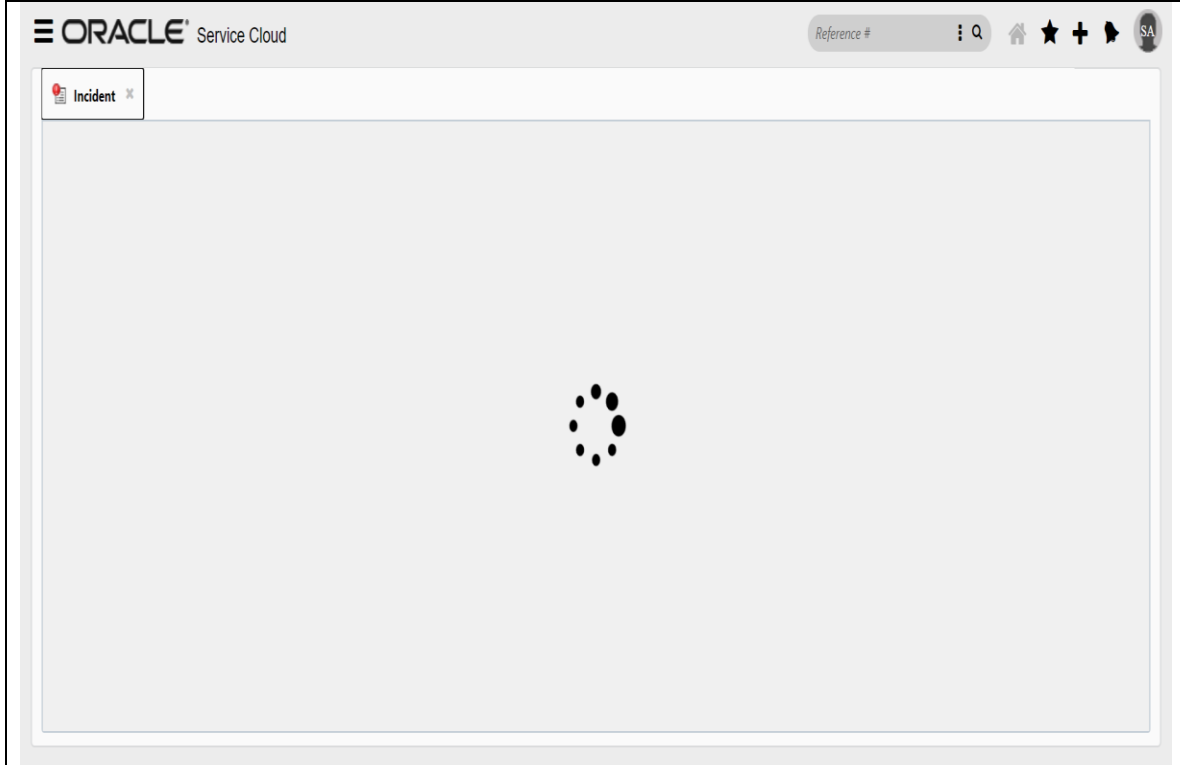
Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



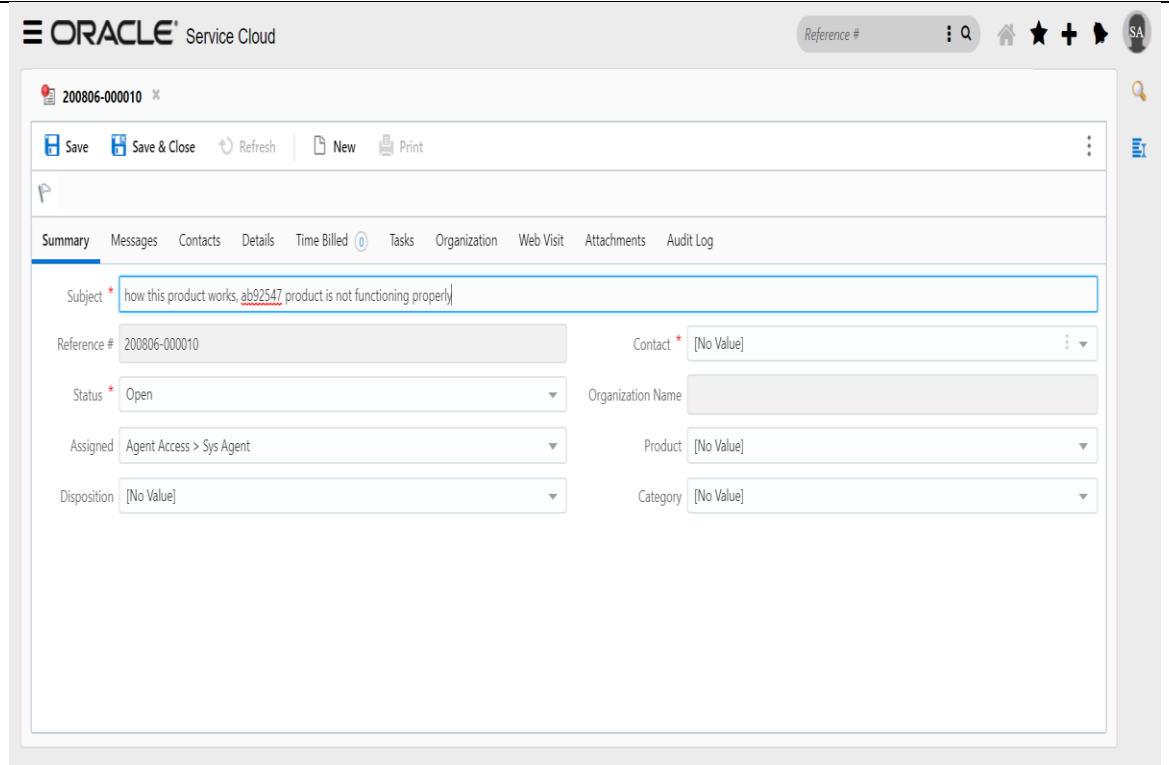
Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident\_Subject18 is set with text: how this product works, ab92547 product is not functioning properly

Status: Pass



The screenshot displays the Oracle Service Cloud interface for an incident record. The header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The incident ID '200806-000010' is shown with a close icon. Below the header, there are action buttons: 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface is visible with 'Summary' selected, and other tabs include 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Subject' field is highlighted with a blue border and contains the text 'how this product works, ab92547 product is not functioning properly'. Below the subject field, there are several input fields: 'Reference #' (200806-000010), 'Contact' ([No Value]), 'Status' (Open), 'Organization Name' (empty), 'Assigned' (Agent Access > Sys Agent), 'Product' ([No Value]), 'Disposition' ([No Value]), and 'Category' ([No Value]).

Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The case ID '200806-000010' is shown in the top left of the main content area. Below the case ID, there are action buttons: 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface is visible with 'Summary' selected, and other tabs include 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab shows the following details:

- Subject: how this product works, ab92547 product is not functioning properly
- Reference #: 200806-000010
- Status: Open
- Assigned: Agent Access > Sys Agent
- Disposition: [No Value]
- Contact: Adam Smit
- Organization Name: [No Value]
- Product: [No Value]
- Category: [No Value]

Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar labeled 'Reference #' is present. The main content area shows a form for a case. On the left, a sidebar contains a 'Summary' tab and a list of fields: Subject, Reference #, Status, Assigned, and Disposition. The 'Assigned' field is currently selected, and its dropdown menu is open, showing a list of agents: 'Recent' (Minhaj Ameen, Sys Agent), 'All' ([No Value]), and 'Agent Access' (Admin - Full Access, System Agent2, Minhaj Ameen, Sys Agent). The 'Sys Agent' option is highlighted. To the right of the dropdown, the form fields for Contact (Adam Smit), Organization Name (California Federation), Product ([No Value]), and Category ([No Value]) are visible. The top right corner of the interface includes navigation icons and a user profile icon labeled 'SA'.



Step No:9

Step Description: Click on ab92547

Expected Result: ab92547 should be clicked

Actual Result: The Element: ClickProductList is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a case record for reference # 200806-000010 is shown. The record includes a subject line, a reference number, and various fields for status, organization, and product. The 'Product' field is highlighted with a blue border and a refresh icon. The 'Status' field is set to 'Unresolved'. The 'Organization Name' is 'California Federation'. The 'Contact' field is 'Adam Smit'. The 'Assigned' and 'Disposition' fields are both set to '[No Value]'. The 'Category' field is also set to '[No Value]'. The interface includes a top navigation bar with icons for Save, Save & Close, Refresh, New, and Print. A sidebar on the right contains a search icon and a list icon. The main content area has tabs for Summary, Messages, Contacts, Details, Time Billed, Tasks, Organization, Web Visit, Attachments, and Audit Log. The 'Summary' tab is currently selected.

ORACLE Service Cloud

Reference #

200806-000010

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject \* how this product works, ab92547 product is not functioning properly

Reference # 200806-000010

Contact \* Adam Smit

Status \* Unresolved

Organization Name California Federation

Assigned [No Value]

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:10
Step Description: Click on Primary Antibodies
Expected Result: Primary Antibodies should be clicked
<p>Actual Result: element click intercepted: Element &lt;div data-bind="forceValidationOnInitialRender: children[0], attr: { id: uniqueControlId() + '_container', class: getCss() + ' oj-flex-item' }, template: { name: moduleInfo.viewName, data: children[0] }" id="Incident_CatId34_container" class="input-container-width-max oj-flex-item"&gt;...&lt;/div&gt; is not clickable at point (981, 364). Other element would receive the click: &lt;div title="..." class="select-box-item-label"&gt;ab92547&lt;/div&gt; (Session info: chrome=84.0.4147.105)</p> <p>Build info: version: '3.141.59', revision: 'e82be7d358', time: '2018-11-14T08:25:53'</p> <p>System info: host: 'ANITTALA', ip: '192.168.0.105', os.name: 'Windows 10', os.arch: 'amd64', os.version: '10.0', java.version: '13.0.1'</p> <p>Driver info: org.openqa.selenium.chrome.ChromeDriver</p> <p>Capabilities {acceptInsecureCerts: false, browserName: chrome, browserVersion: 84.0.4147.105, chrome: {chromedriverVersion: 83.0.4103.39 (ccbf011cb2d2b..., userDataDir: C:\Users\ABHIRA~1\AppData\L..., goog:chromeOptions: {debuggerAddress: localhost:49364}, javascriptEnabled: true, networkConnectionEnabled: false, pageLoadStrategy: normal, platform: WINDOWS, platformName: WINDOWS, proxy: Proxy(), setWindowRect: true, strictFileInteractability: false, timeouts: {implicit: 0, pageLoad: 300000, script: 30000}, unhandledPromptBehavior: dismiss and notify, webauthn:virtualAuthenticators: true}</p> <p>Session ID: 82e23ddb3442917653ff17fee8a0aea1</p>
Status: Fail

200806-000010

Save Save & Close Refresh New Print

P

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject \* how this product works, ab92547 product is not functioning properly

Reference # 200806-000010

Contact \* Adam Smit

Status \* Unresolved

Organization Name California Federation

Assigned [No Value]

Product Search...

Disposition [No Value]

Category

[No Value]

ab92547

ab108410

ab64214

ab166858

ab119211

ab7260

